

FIG. 1

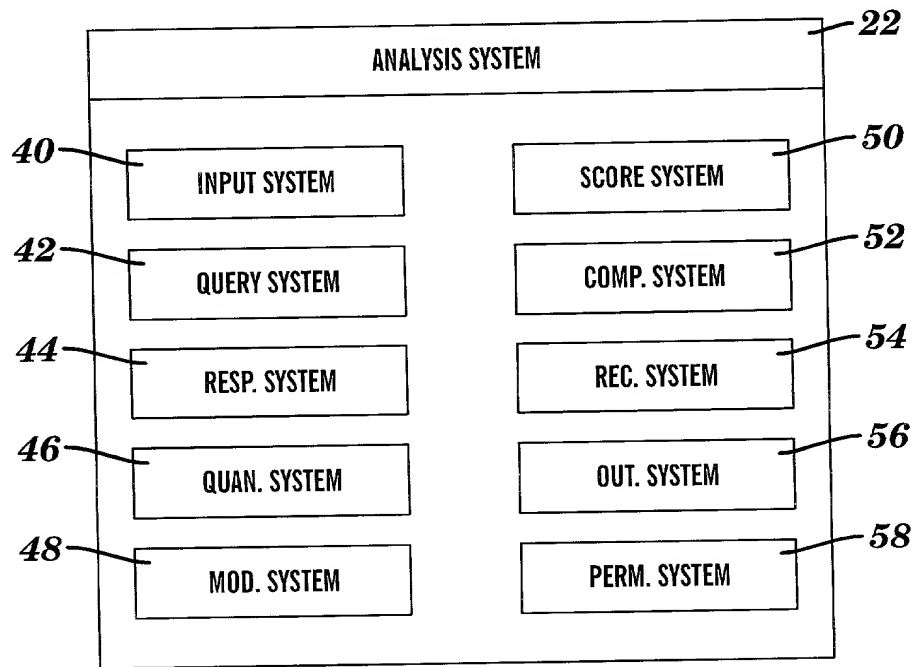


FIG. 2

106

100

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
104A → LEADERSHIP								
ANALYZE BUSINESS NEEDS & ASSESS IMPLICATIONS FOR STRUCTURAL CHANGES TO THE ORGANIZATION	*							
MEDIATE THE EFFECTS OF THE TRANSITION PROCESS – ENSURE THAT CRITICAL ELEMENTS, SYSTEMS OR PROCESSES ARE NOT INADVERTENTLY MISSED, LOST, OR EXCLUDED IN THE ITERATIVE CHANGE PROCESS	*	*						
102A → DETERMINE THE CRITICALITY OF THE CONSEQUENCES OF ITERATIVE CHANGE WHEN UNPREDICTED CIRCUMSTANCES ARISE		*						
PROVIDE GUIDANCE, BASED ON ORGANIZATIONAL KNOWLEDGE AND EXPERIENCE TO HANDLE CRITICAL ISSUES AS THEY ARISE	*	*					*	
110 → ENSURE THAT DISCIPLINED AND RIGOROUS PROJECT MANAGEMENT OCCURS	*	*					*	
DIRECT FUTURE ORGANIZATIONAL CHANGES BASED ON INSIGHTS GAINED FROM FEEDBACK – CHANGES MAY BE TO REPORTS, PROCESSES, WORKFLOW OR SYSTEMS	*							
104B → PLANNING								
UNDERSTAND PAST HISTORY WITH RESPECT TO TECHNICAL CHANGES WITH RESPECT TO WHAT WORKED, WHAT DIDN'T AND WHY	*	*						
102B → UNDERSTAND AND PREPARE FOR THE GLOBAL RAMIFICATIONS OF CHANGE	*							
ENSURE THAT INTEGRATED, SYNERGISTIC PLANS ARE CREATED, INCLUDING CLEAR ROLES, RESPONSIBILITIES AND MILESTONES		*						

108

FIG. 3

206

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
DEVELOP SCENARIOS OF POSSIBLE OUTCOMES DURING CHANGE AND THE RESPONSES TO EACH SITUATION	*							
UNDERSTAND THE ROLES AND RESPONSIBILITIES EXISTING STAFF WILL HAVE IN THE NEW TECHNICAL ENVIRONMENT AND PLANNING FOR TRAINING AND SKILLS DEVELOPMENT		*						
ESTABLISH PROTOCOLS FOR PROBLEM MANAGEMENT AND RESOLUTION					*			
ADMINISTRATION								
DEFINE A CLEAR AND UNDERSTANDABLE ROADMAP THAT INCLUDES A COMMON VOCABULARY TO PROMOTE UNIVERSAL UNDERSTANDING OF TERMS	*							
PROMOTE THE PARTICIPATION OF EMPLOYEES IN THE CHANGE PROCESS		*					*	
EMPLOY "CONSEQUENCE MANAGEMENT" TECHNIQUES TO SUPPORT COMPLIANCE WITH THE NEW SYSTEM BY ESTABLISHING REWARDS FOR COMPLIANCE AND NEGATIVE IMPACTS FOR THOSE WHO RESIST TRANSFORMATION EFFORTS		*						
SET QUALITY AND EFFICIENCY STANDARDS FOR PERFORMANCE		*						
SERVE ON DESIGN REVIEW TASK FORCE AND PROVIDE INPUT		*	*	*	*	*	*	*
OPERATIONS								
BALANCE THE WORKLOAD TO MAKE SURE THAT THE NEW PROCESS FLOWS SMOOTHLY AND THAT TASKS AND DUTIES CAN BE PERFORMED SMOOTHLY		*						
IDENTIFY "BOTTLENECKS" DUE TO EQUIPMENT AVAILABILITY, RESOURCES, WORKFLOW, TIME, TASKS ETC.		*	*	*	*	*	*	*
SERVE AS COACHES TO EMPLOYEES AS THEY REACT TO THE CHANGE PROCESS		*					*	*

208

FIG. 4

200

102B

204A

202A

210

204B

202B

←306

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
RE-EVALUATE SYSTEM REPORTS BASED ON CHANGES IN DATA ORGANIZATION	*	*						
MONITOR THE PROGRESS OF NEWLY TRAINED EMPLOYEES		*						
MAINTAIN THE EXISTING SYSTEMS UNTIL THE TRANSITION TO THE NEW TECHNOLOGY IS COMPLETE	*							
LEAD THE DATABASE OPTIMIZATION AND PROBLEM SOLVING INITIATIVES			*					
LEAD THE PERFORMANCE MONITORING PROCESS			*					
EMPHASIZE SUPPORT FUNCTIONS AS THE TRANSITION FROM THE CURRENT TECHNICAL SYSTEM TO THE NEW TECHNICAL ENVIRONMENT OCCURS				*	*			
DEVELOP CAPACITY LEVELS						*		
PROVIDE SYSTEM MANAGEMENT AND OPERATIONAL GUIDELINES						*		
QUALITY ASSURANCE								
SET QUALITY AND EFFICIENCY STANDARDS FOR PERFORMANCE		*						
MONITOR THE EFFECTS EACH ITERATIVE CHANGE HAS ON THE ORGANIZATION AND PROVIDE INSIGHT ON HOW CHANGES MAY CREATE THE NEED FOR OTHER CHANGES		*					*	
MONITOR AND TRACK PATTERNS OF SUPPORT ISSUES AND/OR END USER SUGGESTIONS				*	*			
OWN AND DEFEND REFERENTIAL INTEGRITY			*					
CHECK REFERENTIAL INTEGRITY				*				
ESTABLISH SERVICE LEVEL AGREEMENTS AND MAKE SURE PROCESSES ARE IN PLACE TO TEST RESPONSE TIMES			*					
SET SECURITY STANDARDS								

308

FIG. 5

300

202B →

304

302

310

406

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
COMMUNICATIONS								
COMMUNICATE THE REASONS FOR EACH ADDITIONAL ITERATIVE CHANGE AS IT OCCURS	*	*						
CONVEY THE NEW PARADIGM — THE ENTIRE PROCESS AND HOW DATA IS HANDLED, VIEWED AND PROCESSES DRAMATICALLY CHANGES	*							
ESTABLISH FEEDBACK LOOPS TO SUPPORT THE FLOW OF UPWARD AND DOWNWARD COMMUNICATION AS EACH PIECE OF THE ITERATIVE PROCESS OCCURS		*						
ENSURE THAT SUPPORT ISSUES FEED A PROACTIVE FEEDBACK LOOP FOR THE CHANGE MANAGEMENT CYCLE, WHICH INCLUDES AN UPWARD REPORTING STRUCTURE		*	*					
COMMUNICATE WHY DATA TRANSITION IS NECESSARY AND ITS BENEFITS	*	*						
OFFER SUGGESTIONS FOR SYSTEM ENHANCEMENTS	*	*	*	*	*	*	*	*
PROJECT MANAGEMENT								
IDENTIFICATION AND VALIDATION OF REQUIREMENTS							*	
FORM THE DELIVERY TEAM							*	
SET UP SYSTEMS TO DOCUMENT THE PROJECT							*	
ESTABLISH PROJECT PLANS AND PROCESS BY WHICH THE PROJECT WILL BE CONTROLLED							*	
TRACK THE TECHNICAL PERFORMANCE ASPECTS OF THE PROJECT DELIVERY							*	
USE A CHANGE CONTROL PROCESS TO CONTROL SCOPE							*	
ESTABLISH REPORTING STRUCTURE AND FREQUENCY		*					*	
MANAGE THE DELIVERY CYCLE							*	

408

FIG. 6

400

404A

402A

404B

402B

410

500

506

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
504 SKILLS/TRAINING								
510 BECOME EXPERTS WITH DB2 AND DASD			*					
502 BECOME CONVERSANT IN NEW SYSTEM TOOLS – UNDERSTANDING THEIR CAPABILITIES AND WHEN TO USE THEM					*			*

508

FIG. 7

600 ↘

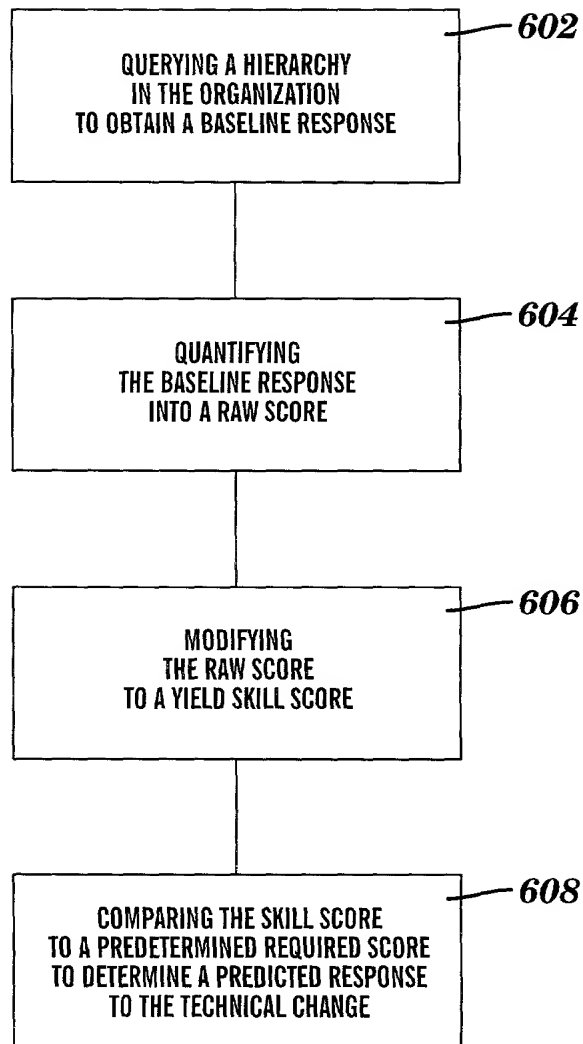


FIG. 8

700 ↘

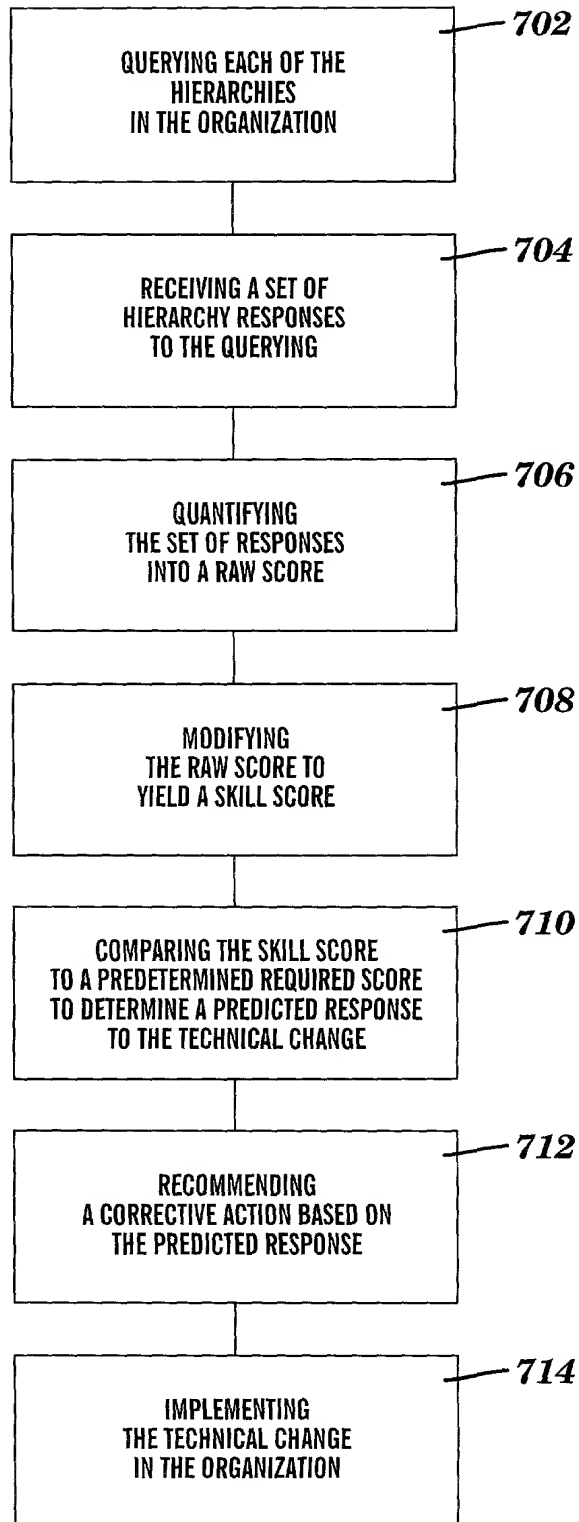


FIG. 9